DCMA NSEO QUALITY PROCESS REVIEW (QPR) CHECKLIST #12

NON-CONFORMING MATERIAL CONTROL

|  |  |
| --- | --- |
| **SUPPLIER & CAGE:**  |  |
|  |  |
| **LOCATION:** |  |
|  |  |

**Program Type:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Level I/SUSBAFE (LI/SS) |  | Navy Propulsion Program (NPP) |  | Deep Submergence Systems/Scope of Certification Program (DSS-SOC) |
|  | Nuclear Plant Material (NPM) |  | Naval Nuclear Propulsion Program (NNPP) |  | Aircraft Launch & Recovery Equipment (ALRE) |
|  | Fly By Wire Ships Control Systems (FBWSCS) |  | Ships Critical Safety Items (SCSIs) |  | Other: |

**Contractual Requirement(s) for this Process:**

|  |
| --- |
|  |

**Supplier Procedure Number(s), Title(s) & Revision Level(s)/Date(s):**

|  |
| --- |
|  |

|  |  |
| --- | --- |
| **Process Reviewed By:**  |  |
|  |  |
| **Date(s) of Review:** |  |
|  |  |

**Process Concerns and Guidance:**

* Non-Conforming Material (NCM) may be re-introduced into the manufacturing or assembly process leading to a rejection further on in the process or a rejection when it reaches the final user.
* NCM may be consumed leading to failure of future testing or failure of component during use. For example: NC weld- wire or fasteners may be used during assembly/manufacturing.
* NCM may not be properly identified, segregated and controlled in accordance with established procedures.
* NCM not identified to the applicable rejection document (e.g. nonconforming material report, corrective action report) Mil-I-45208, Mil-Q-9858 and ISO-9001 require contractors to maintain inspection records, identifying the type of deficiency found, and further require contractors to take timely action to prevent reoccurrence.
* Failure to properly perform corrective action to both correct the defect and determine the “cause” can lead to repeat of non-conformance or introduction of NCM into the manufacturing/assembly process, and it may also lead to shipment of NCM. While some causes of NC material (a.k.a. – Quality Escapes) may be due to human error, the majority of such causes are systemic in nature due to a break-down in the manufacturer’s Quality System.
* Authorization to use what was previously identified as NC material not given by authorized/trained personnel and may not include disposition documentation such as waiver/deviation approval
* During normal walk-through, look for NC material that has not been properly controlled, segregated and identified in accordance with established procedures.
* Examine NC material identification to ensure the applicable documents are referenced (e.g. nonconforming material report, corrective action report).
* Review NC material reports or CA reports to ensure they identify persons with authority and/or responsibility for performing preliminary and/or material review dispositions on NC material.
* Check to see if a disposition request has been sent to the Government for a given NC piece of material. If NC material has a disposition by the Government, ensure that material identification includes disposition results (e.g. “use as is”, waiver/deviation).

**A**. **MANPOWER:**

1. Are the people performing the disposition functions for NCM of the appropriate skill/experience level and/or properly trained/certified? What are the requirements? (NAV12-3/A/B)

|  |
| --- |
|  |

1. Are rejection documents dispositioned by authorized personnel only? (NAV12-9)

|  |
| --- |
|  |

1. Is there a system in place for remedial training when errors occur? Where is it documented, and are records of remedial training available?

|  |
| --- |
|  |

1. Is there a system in place to train personnel in the detection of counterfeit parts? Are personnel trained in reporting and quarantining counterfeit parts and suspect counterfeit parts? Is there a process for keeping personnel informed about counterfeit information and trends?

|  |
| --- |
|  |

**B. MATERIALS**:

1. Is nonconforming material segregated from other material to prevent inadvertent use or delivery? (NAV12-6)

|  |
| --- |
|  |

1. Is nonconforming material clearly identified to the applicable rejection document (e.g. nonconforming material report, corrective action report)? (NAV12-4)

|  |
| --- |
|  |

1. Is scrap product conspicuously and permanently marked or controlled, until physically rendered unusable? (NAV12-5)

|  |
| --- |
|  |

**C. MACHINERY**: N/A

**D**. **METHODS**:

1. Does the supplier have a documented procedure for dealing with non-conforming product to prevent its unintended use or delivery? Does the procedure define the identification and segregation controls for non-conforming product? (NAV12-1/2)

|  |
| --- |
|  |

1. Is rejected material identified, segregated, and controlled in accordance with established procedures?

|  |
| --- |
|  |

1. Do supplier's procedures define specific requirements for timely reporting of delivered non-conforming product and include requirements to determine if additional non-conforming product exists based on the root cause? (NAV12-8/15J)

|  |
| --- |
|  |

1. Have "use as is" and/or repair dispositions been submitted to the government/customer for concurrence/approval as required? When non-conforming product is corrected, is it subjected to re-verification to demonstrate conformity to the requirements? (NAV12-11/12)

|  |
| --- |
|  |

1. Does nonconforming material documentation include waiver/deviation results? (NAV12-10)

|  |
| --- |
|  |

1. Are there procedures for investigating and recording the root cause of non-conformances related to product, processes, and the quality system? (NAV12-15)

|  |
| --- |
|  |

1. Do the supplier’s procedures provide for evaluation of effectiveness of corrective/preventive action? Does the procedure include specific actions to be taken if timely and/or effective actions are not achieved? (NAV12-14/15/B-G/I)

|  |
| --- |
|  |

1. Does the supplier monitor trends, cost data and other indicators of performance? (NAV12-17)

|  |
| --- |
|  |

1. Do the supplier’s procedures require flowing down of corrective action requirements to a subcontractor when it is determined that the subcontractor is responsible for a non-conformity? Does the supplier monitor his subcontractors for trends, cost data or other indicators of performance? Is this data used for subcontractor award determination? (NAV12-15/H/18/A)

|  |
| --- |
|  |

1. Do the supplier's procedures provide for handling customer complaints and reports of non-conformances? (NAV12-15A)

|  |
| --- |
|  |

1. Does the corrective action program extend to all areas of activity within the supplier's organization (e.g. design, purchasing, manufacturing, etc.)? (NAV12-19)

|  |
| --- |
|  |

1. Are records of the nature of non-conformities and actions taken maintained? (NAV12-13)

|  |
| --- |
|  |

**E.** **ENVIRONMENT**:

1. Does the supplier maintain an area for the segregation of NCM? Is the area adequate for segregation and temporary storage of non-conforming product? Is the area secured to prevent unauthorized removal of NCM? (NAV12-7)

|  |
| --- |
|  |

**F. PRODUCT EXAMINATION:**

***The QAR must perform a product examination in order to verify the output of the process being reviewed and document the results below. If available, review and record a sample of non-conforming material and/or non-conforming material records to determine compliance with non-conforming material control requirements.***

|  |  |
| --- | --- |
| Date(s) Conducted: |  |
|  |  |
| Product Examination Performed By: |  |
|  |  |
| Contract Number(s): |  |
|  |  |
| Part Number(s)/Serial number(s): |  |
|  |  |
| Part Nomenclature(s): |  |
|  |  |
| Supplier Personnel Contacted and Titles: |  |
|  |  |
| Drawing Number & Revision: |  |
|  |  |
| Lot Size and Sample Size: |  |

|  |  |
| --- | --- |
| Characteristics Examined | # Observations |
|  |  |

1. Identify the inspection methods (W, I, T, V) used to verify conformance with procedures and standards:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **W** |  |  | **I** |  |  | **T** |  |  | **V** |  |

**PE Comments/Concerns**

|  |
| --- |
|  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Overall MPR Results:** | **SATISFACTORY** |  | **UNSATISFACTORY** |  |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Corrective Action Generated?** | **No** |  |  | **Yes** |  |  | **CAR#** |  |

FOLLOW-UP ACTION REQUIRED?

|  |
| --- |
|  |

**SUMMARY/NOTES/COMMENTS/CONCERNS**:

|  |
| --- |
|  |